



STATE OF TENNESSEE  
DEPARTMENT OF STATE

REQUEST FOR INFORMATION  
FOR  
MICROFILM IMAGE CONVERSION AND INDEXING SOLUTION

RFI # 30501-00314  
June 23, 2014

**1. STATEMENT OF PURPOSE:**

1.1. The State of Tennessee, Department of State ("the State"), issues this Request for Information ("RFI") for the purpose of seeking knowledge from the vendor community regarding the availability of solutions that may potentially meet the State's need for conversion of images stored in microfilm format to electronic images stored in a database environment. The State will need the converted images to be indexed. The information obtained from responses to this request will be used by the State to improve the quality of any future Request for Proposal ("RFP") developed for the acquisition of the desired solution and for project planning purposes only. This request is strictly a mechanism for gathering information.

1.2. This RFI is not a competition. The information submitted in writing will be used only to improve the State's knowledge of industry capabilities. No evaluation of participating vendors will occur and your participation is not a promise of future business with the State.

1.3. Responding or not responding to this RFI does not preclude the vendor from bidding on any future solicitations. Specific pricing information must **NOT** be submitted with your response. The State appreciates your cooperation and looks forward to a meaningful and very productive collaborative market research effort.

**2. BACKGROUND:**

2.1. One of the State's responsibilities is to store various forms, documents, correspondence, business records, payment information, and other paperwork in accordance with Tennessee statutes, rules, and state record disposition authorizations ("RDAs"). The State has used various forms of film in the past to record and store documents to comply with RDAs. The RDAs for the documents relevant to this RFI require digital images of the filed documents to be kept in perpetuity. When the State receives a request for copies of documents that are stored on microfilm, the request is given to the Certifications Unit so that the microfilm can be pulled and the documents can be printed. The microfilmed documents need to be converted to a file share environment for security, disaster recovery, and accessibility.

2.2. The types of documents that need to be converted include Corporate, Notary, Trademark, Deeds, Leases, Mine Foreman Certificates, Registered Agents, Dead Card Files, Foreign Entities, Index Books, Log Sheets, and other miscellaneous documents. The State uses a Document Locator Number ("DLN") as the key or index for locating documents. Each document page has a unique DLN assigned to it. The DLN will not always be in the same

location on the document because the DLN was often placed wherever there was room on the document. There will sometimes be multiple DLNs on a single document because a document that was already submitted to the State was sometimes resubmitted at a later date with the old DLN on it. The DLN format will vary depending on the type and date of the document. The State is interested in recommendations as to whether optical character recognition ("OCR") or other automated method to pull the DLN from the film, or a manual method of DLN retrieval and indexing, is the best solution for this project. The State will need indexing of the converted microfilm images using the following index fields: Secretary of State Control Number, Filing Date, document type, and DLN. The fields will be alpha numeric. Indexing will be done at the page level. Every business entity that files documents with the State is assigned a unique Secretary of State Control Number. The State currently possesses the Secretary of State Control Number, Filing Date, document type, and DLN data at the filing level. This data will be provided to the vendor in order to properly index the microfilmed images.

2.3. The conversion project will consist of microfilm. There are approximately 23,600,000 images. The microfilm to be used for conversion will be approximately 6,500 roles of 16mm silver halide master negative film on spools. Each roll of microfilm has approximately 3,600 images on it. The reduction ratio varies depending on when the film was created. It ranges from 24x to 40x. The size of the documents imaged on the film varies widely from the size of a personal check to 8.5 x 14 inch legal sized documents. Some of the images may be inverted. The quality of the images will vary from poor to excellent. The State will require the images to be converted to TIFF format unless other formats are determined to be preferable to the State. The State desires the conversion to be conducted at 300 dots per inch. The film has blips that are not reliable and are not currently used by State staff. The vendor should not rely on blips when converting microfilm as part of the proposed solution. Once the film has been converted, it will need to be placed on a secure server and then indexed. The vendor will be required to work with the State and the State's programming vendor to import the converted indexed images into a proprietary database.

### **3. COMMUNICATIONS:**

3.1. Vendors should contact the State Point of Contact in writing only with any questions regarding this RFI by 4:00 p.m. CDT June 30, 2014. The State will provide a response to those questions by 4:00 p.m. CDT July 15, 2014. All vendor communications regarding the RFI should be in writing only and reference RFI Number: 30501-00314. The State Point of Contact is:

Nathan A. Burton  
Director  
Tennessee Secretary of State  
Business Services Division  
312 Rosa L. Parks Ave. - 6th Floor  
Nashville, TN 37243  
Phone (615) 253-3576  
nathan.burton@tn.gov

Please do NOT contact anyone else at the State of Tennessee regarding this RFI.

3.2. Vendors are invited to submit a response to the RFI to the State Point of Contact listed in above in section 3.1.

3.3. The State has assigned the following RFI identification number that must be referenced in all communications regarding this RFI: 30501-00314.

#### 4. RFI SCHEDULE OF EVENTS:

4.1. The following is the RFI schedule:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		June 23, 2014
2.	Vendor Questions Due	4:00 p.m.	June 30, 2014
3.	Responses to Vendor Questions	4:00 p.m.	July 15, 2014
4.	RFI Response Deadline	2:00 p.m.	July 29, 2014

4.2. Vendor responses should be received no later than 2:00 p.m. CDT July 29, 2014. These responses should be in the form of a well-organized document and include the original question/request number along with the stated question or information requested preceding each individual response. Responses received after that date may not be reviewed.

4.3. Respondents should submit a file in PDF format to the State Point of Contact listed in 3.1. The State requires the response to be submitted in a PDF file preferably by email so that it can be readily distributed internally. Please note that the maximum email and file attachment size for incoming emails to the State is 15 megabytes.

#### 5. GENERAL INFORMATION:

5.1. After the written responses have been received, if the State determines that additional information is needed, the State will give all responding vendors the opportunity to demonstrate in an optional onsite conference. If the State does determine that such presentations are necessary, the State will contact each vendor's point of contact provided in the written RFI submission to schedule the presentation. Included in the response should be an estimate of the time required for the onsite demonstration/conference for scheduling purposes. Otherwise, no oral presentations will be allowed. In addition, the State may request onsite visits with current solution users.

5.2. Request for Information Number 30501-00314, along with the company's name should be clearly displayed on all pages of the vendor's response.

5.3. Please include the name, title, e-mail address, mailing address, and telephone number of the person the State should contact regarding the RFI submission. Also include the legal name of the entity the contact person represents.

5.4. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.5. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be publicly available until after the completion of evaluation of any responses, proposals, or bids resulting

from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the State chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.6. Under no circumstances shall the State of Tennessee be liable for, or reimburse any costs incurred by any respondent in the preparation and submission of its RFI response or for other costs incurred by participating in this process. Furthermore, there is no guarantee that a procurement of software and/or implementation services will ever take place as a result of this RFI.

## 6. INFORMATION REQUESTED:

6.1 The State is requesting the following specific information from all interested parties.

<b>RFI # 30501-00314</b>
<b>TECHNICAL INFORMATIONAL</b>
Respondent Legal Entity Name:
Respondent Contact Person Name: Title: Mailing Address: Phone Number: Email Address:
Provide a brief description of your experience providing similar scope of services:
Provide a detailed description, including diagrams where applicable, of how the solution addresses the following:
<b>FUNCTIONALITY AND FEATURES</b>
1. Scanning of microfilm.
2. Conversion of microfilm images to TIFF format with a resolution of 300 dots per inch.
3. Specific capabilities for indexing, including data entry on index fields.
4. Specific capabilities for OCR retrieval of DLN from film, including inconsistent DLN locations on the images and multiple DLNs on the images. Also include your rate of accuracy in a percent format (XXX.XX%) when using OCR retrieval.
5. Non OCR options for DLN retrieval and data entry into index fields. Also include your rate of accuracy in a percent format (XXX.XX%) when using non OCR options for DLN retrieval and data entry into index fields.
6. Software and process that your company utilizes in providing redaction services.
7. Whether the vendor is willing to provide only scanning/conversion services or only indexing services, or both scanning/conversion and indexing services.
8. In what non-proprietary formats is the vendor able to provide the index data?

9. Any other electronic format recommended in regards to image quality, file size, and usability.
10. Any additional comments or information with respect to the solution's functionality and features.
<b>QUALITY CONTROL, APPLICATION ARCHITECTURE, AND TECHNOLOGY</b>
11. Your rate of accuracy in a percent format (XXX.XX%) when providing a similar solution.
12. Process for dealing with poor image quality, speckling, crooked images, inverted images, smudges, or any other image quality issue. Please specify any other image quality issues anticipated.
13. Methods of correcting quality issues and any documents created upon correction.
14. Methods of processing damaged film and any documents created upon correction.
15. Capabilities the solution has to guard against loss of converted images due to session time-outs.
16. Safe guards that exist to keep images from being skipped over entirely or indexed improperly.
17. Safe guards to ensure film isn't damaged.
18. Is there a cross-check or visual confirmation mechanism to the solution?
19. Any additional information or comments with respect to the solution's quality control measures, architecture, and technology.
<b>SECURITY</b>
20. Process and methods for picking up, transporting and returning the film.
21. The capability of the vendor to keep confidential information, if any, within the documents secure during the conversion and indexing process.
22. Identify security measures and features that would keep unauthorized persons from accessing files during conversion.
23. Security levels and means to keep converted files secure when transferring to the file share environment.
24. Transmitting of converted and indexed images to a secure server.
25. Whether the proposed solution is onsite or offsite. If offsite, provide the location where the scanning/conversion and indexing would take place.
26. Specify industry best practices used to keep documents secure during conversion and indexing.
27. Any additional information or comments with respect to application security.
<b>BUSINESS AND PROJECT MANAGEMENT</b>
28. The typical recommended strategy for conversion of microfilm documents to electronic document format.

29. The typical recommended strategy for training of technical, operations and participant users.
30. The typical recommended approach for ongoing operational support for the solution.
31. A typical development and implementation schedule for the project.
32. The recommended strategy to ensure proper knowledge transfer takes place between vendor and State staff including but not limited to training agency staff to support solution, producing user training materials, and technical documentation of solution.
33. List customer names and contact information for former customers that have implemented the solution.
<b>COST INFORMATION</b>
34. Provide a description of the price structure required for the various products and services included in a potential solution (i.e., pricing per image, pricing per keystroke, pricing per hour of labor, etc). Include a microfilm conversion price structure, an indexing price structure, and a combined price structure if both conversion and indexing services are to be provided by the vendor. <b>Please note that specific fees and prices are <u>NOT</u> being solicited and must not be included.</b>
35. Provide any solutions you have for cost savings or problem avoidance.
<b>ADDITIONAL CONSIDERATIONS</b>
36. Please provide any additional information about the solution.